



# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

## Prescription Discount Card Program Request for Proposals Closing Date/Time: March 15, 2016 at 2:00 PM

### Addendum 1

- Q1. Can you qualify whether you are requesting a formal RFP or is every company sending their own proposal?
- A1. Every company who is interested in providing these services is expected to send their own proposal.
- Q2. Can you give me an idea of what the County has in mind as far as how it will promote?
- A2. As stated in our Request for Proposal paragraph 5: COUNTY RESPONSIBILITIES:
- 5.1. Advertise the discount program on the county website and at county office buildings.
  - 5.2. Make available contractor provided prescription discount cards to employees and retirees through the mail or other means.
  - 5.3. Provide statistical information to contractor(s) as requested and available, including county data trends, information on health care services that the county provides, hard to reach client populations, etc.

Fairfax County promotes our existing prescription discount card program on our website. <http://www.fairfaxcounty.gov/prescriptioncard/>

It is also our desire to make the discount card available at our facilities throughout the county, for example at the Health Department, and at events throughout the year.

- Q3. Does Fairfax County currently have a program? If so about how many participants?
- A3. Yes, Fairfax County currently has a prescription discount program. For the month of January 2016 there were 313 total cards used and 538 total claims reported.
- Q4. What is the current rate of reimbursement, if you do have a program?
- A4. The County does not reimburse or receive a reimbursement. Rate of rebate will be negotiated with the top rated offeror(s). Please put your best proposal forward.
- Q5. Please clarify what the \$100,000 cost limit is referring to for the contract, "The total value of the contract may not exceed \$100,000 for the entire term of the contract."
- A5. This statement applies to expenditures (monies paid by the County) and does not apply to rebates received.
- Q6. Who is your current Prescription Drug Discount Plan Provider?
- A6. ProAct is our current Prescription Drug Discount Plan Provider.

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Q7. How much are they paying the county for the program per claim and/or how much are the rebates?

A7. Answered in question 4 above.

Q8. Are you looking for a proposal that also provides Dental, Vision and Life Insurance?

A8. Yes. As stated in our Request for Proposal paragraph 6.2.j, "Description of how your card applies to over-the-counter medications, vision, dental, other related products or services such as diabetic supplies, hearing aids, MRI and CT scans, lab services, or pet prescriptions". However, these services are only options for the card users if the card users directly requests the service. There is not to be any solicitation of additional services and Fairfax County is not to be named as endorsing these other products.

Q9. What is the current number of monthly paid claims for the current Fairfax County Prescription Discount Card Program?

A9. Answered in question 3 above.

Q10. What is the current marketing strategy for the current Fairfax County Prescription Discount Card Program?

A10. The current marketing consists of link from Fairfax County Website and access from the vendor's website and an initial mailing to a portion of Fairfax County zip codes. The vendor and Fairfax County partnered together on the initial roll out of the card. Please refer to paragraph 4.7 of our RFP and propose your best marketing strategy to reach the County's low income and uninsured. Fairfax County staff will share in the outreach and conduct trainings on use of the cards to include appropriate medical safety net as well as human services providers.

Q11. How does Fairfax County currently market the pharmaceutical prescription assistance programs (PAP) that it participates in?

A11. The County currently utilizes pharmaceutical prescription assistance programs (PAP) as part of health services provided by the Fairfax-Falls Church Community Services Board (CSB) and the Health Department's Community Health Care Network (CHCN). Participation in these PAP programs is offered to any enrolled clients of these County agencies who meet the eligibility criteria of these departments' respective programs and who may potentially benefit from reduced cost prescription medications. As the staff resources required to provide PAP services can be quite extensive, the County does not offer and market the availability of PAP services to individuals not currently enrolled in these County programs. As a reminder, this prescription discount card program cannot interfere or impede with the County's PAP program.

Q12. For what portion of the 1M individuals in Fairfax County are mail addresses available for sending materials?

A12. The intention of mailing the card to Fairfax County residents would not include individual names. However, it would be a mass mailing to agreed upon zip codes. For Fairfax County employees and retirees, Fairfax County staff will be responsible.

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Q13. For what portion of the 1M individuals in Fairfax County are phone numbers available for providing materials?

A13. None.

Q14. What is the current savings being generated by the current program?

A14. Data dated August 2015 show a savings of 13% to 57%.

Q15. Is the level of savings an important part of the assessment that is being made for this new program?

A15. Yes. As stated in our Request for Proposal paragraph 9.2.d, Discounts provided to participants submitted on Form 1 – Price Analysis (30 points)

Q16. What is the current percentage of claims that are brand drugs versus generic drugs for the program?

A16. Unknown. We are interested in savings of both types.

Q17. Is there any technology currently in place to support the program?

A17. There is no technology that Fairfax County currently provides to support the program. Participants in the program use their telephone or computer to access the websites.

Q18. What customer service is currently being provided?

A18. The current vendor provides customer service by telephone and website.

Q19. Have there been any issues with the current customer service?

A19. We are not aware of any customer service issues.

Q20. Have local pharmacies been made aware of the program?

A20. Local pharmacies participate in the program.

Q21. How has their [pharmacies] support been of the program?

A21. Satisfactory.

Q22. How will we be able to use county logos and official communication?

A22. If the county's name or county seal is used, the contractor must obtain approval prior to publication and distribution.

Q23. What events will be permitted to participate in the promotion of the program?

A23. Where appropriate including health fairs, community events, media, print ads, etc. A focus on diverse languages is important to promoting the program.

Q24. Is it acceptable for the rebates and incentives to be paid to the county to exceed \$100,000 over the life of the contract?

A24. This statement applies to expenditures (monies paid by the County) and there is no limit on rebates.

Q25. The contract provided in Attachment A states: *"The contractor agrees that prices shall remain firm for one year. Changes in cost for any subsequent contract years*

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*may be based on the Consumer Price Index (CPI-U), or other relevant indices."* Drug prices typically vary based on the underlying cost of individual medications to pharmacies. Is it a requirement to keep the consumer prices for medication constant, or can the prices vary during the year based on medication price fluctuations?

A25. It is not a requirement to keep consumer prices for medication constant.

Q26. In paragraph 3, Contract Period and Renewal, it states that the "contract may not exceed \$100K for the entire term..." We assume this is standard language, since FMC will pay Fairfax County. If it has another meaning, please clarify.

A26. See response to Question 5 above.

Q27. Paragraph 4.3 mentions "mailing cards directly to individuals." Is this a strict requirement? (Our past experience has shown this to be very ineffective.)

A27. No. However, alternatives to reach populations who may not have technology access or have language barriers should be included in the outreach plan.

Q28. One of our key personnel is a Certified Healthcare Reform Specialist, and therefore we can provide updates about ACA changes, as requested. However, is there something specific that Fairfax would like to know?

A28. There is no specific requirement at this time. However, as stated in 4.6 of the RFP, if there are changes to federal health care please ensure that its impact on the prescription discount program is communicated to Fairfax County staff.

Q29. Section 6.2.a. asks for participating pharmacies in Fairfax County and nationwide. Our program has access to over 60,000 participating pharmacies nationwide, and it would be nearly impossible to list them all. Since our website has a search feature that can locate participating pharmacies nationwide, is that sufficient to satisfy 6.2.a.?

A29. A list of pharmacies located in Fairfax County is needed. However, the nationwide pharmacies can be accessed through the website search.